

EXPRESS MAIL "POST OFFICE TO ADDRESSEE" SERVICE DEPOSIT INFORMATION

Express Mail Label No.: EV 340 922 156 US

Date of Deposit: May 21, 2007

BRINKS HOFER GILSON &LIONE

Examiner: Tan D. Nguyen

Art Unit: 4749

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Appln. of: Karen E. Riley et al.

Appln. No.: 10/029,769

October 19, 2001

For:

Filed:

Method for Implementing Service Desk

Capability

Attorney Docket No:

10022/178

Mail Stop RCE Commissioner for Patents U.S. Patent and Trademark Office P. O. Box 1450 Alexandria, VA 22313-1450

REQUEST FOR CONTINUED EXAMINATION (37 C.F.R. § 1.114)

c.		
. ~	ı	

 \boxtimes

Applicant(s) requests continued examination of the above-identified application under 37 C.F.R. §1.114.

K. 91.	.114.							
Subr	missio	on under 37 CFR 1.114 (<i>check at least one</i>	e of the following):					
	Prev	viously submitted:						
		Applicant(s) requests nonentry of any pre-	eviously-filed unentered amend	dments.				
		Please enter and consider the Amendme previously filed on	ent After Final Under 37 C.F.R	R. §1.116				
		Consider the arguments in the Appeal Brief or Reply Brief previously filed on						
		Other:	05/23/2007 NNGUYEN1 00000013	10029769				
\boxtimes	Atta	ched is/are:	01 FC:1801	790.00 OP				
		An Information Disclosure Statement						
	\boxtimes	An Amendment to the written description	, claims, or drawings					
		New Arguments and/or New Evidence in support of Patentability						
		Other:						

	Req	uest for suspension of action:
	37 C	icant(s) hereby request suspension of action on the above-identified application under c.F.R. §1.103(c) for a period of months. (Period of suspension shall not exceed onths; requires Processing Fee under 37 C.F.R. §1.17(i)).
	Sma	Il Entity Status:
		Applicant hereby asserts entitlement to claim small entity status under 37 CFR §§ 1.9 and 1.27.
		A small entity statement or assertion of entitlement to claim small entity status was filed in prior application no/ and such status is still proper and desired.
		Is no longer desired.
\boxtimes	Appl	icant(s) calculate the following fees to be due in connection with this Request:
	\boxtimes	A Request fee of \$790 under 37 C.F.R. §1.17(e).
		A suspension processing fee of \$ under 37 C.F.R. §1.17(i).
		An additional filing fee of \$ under 37 C.F.R. §1.16 (additional independent claims and/or additional total claims).
		An extension fee of \$ under 37 C.F.R. §1.17(a) for amonth extension of time.
\boxtimes	Fee	payment to cover the above-enumerated fee(s):
	\boxtimes	A check in the amount of \$790 is enclosed.
		Please charge Deposit Account No. 23-1925 (BRINKS HOFER GILSON & LIONE) in the amount of \$ A copy of this Request is enclosed for this purpose.
		A payment by credit card in the amount of \$ (Form PTO-2038 is attached).
		The Commissioner is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including any extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925 (BRINKS HOFER GILSON & LIONE). A copy of this Request is enclosed for this purpose.
		Respectfully submitted,
May	<u>21, 2</u>	007 Vrent Dollo
Date		Vincent J. Gnoffo (Reg. No. 44,714)



U.S.P.S. EXPRESS MAIL "POST OFFICE TO ADDRESSEE" SERVICE DEPOSIT INFORMATION

Express Mail Label No.: EV 340 922 156 US

Date of Deposit: May 21, 2007

BRINKS HOFER GILSON &LIONE

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Appln. of: Karen E. Riley et al. Appln. No.: 10/029,769 Filed: October 19, 2001 For: Method for Implementing Service Desk Capability Attorney Docket No: 10022/178 Mail Stop RCE Commissioner for Patents P. O. Box 1450 Alexandria, VA 22313-1450 TRANSMITTAL Sir: Attached Is/are: Check for \$790 to cover RCE fee; Transmittal Cover Letter (1p. Filed in Dup.); Request for Continued Examination (2pp. Filed in Dup.); Amendment B (19pp.) Return Receipl Postcard. Fee calculation: No additional fee is required. Small Entity. An extension fee in an amount of \$month extension of time under 37 C.F.R. § 1.136(a). A petition or processing fee in an amount of \$month extension of time under 37 C.F.R. § 1.17(). An additional filing fee has been calculated as shown below: Claims Remaining Highest No. After Amendment Previously Paid Extra Rate Add'l Fee or Rate Add'l Fee Total 65 Minus 67 0 X500= Total 5 Minus 5 0 X100= X500= First Presentation of Multiple Dep. Claim Fee payment: A check in the amount of \$ to month extension of \$ to month extension of Multiple Dep. Claim Letter (1p. Filed in Dup.); Request for Continued Examination (2p. First Presentation of Multiple Dep. Claim Solution (2p. First Presentation of Multiple Dep. Claim Letter (1p. Filed in Dup.); Request for Continued Examination (2p. First Presentation of Multiple Dep. Claim Letter (1p. Filed in Dup.); Request for Continued Examination (2p. First Presentation of Multiple Dep. Claim Letter (1p. Filed in Dup.); Request for Continued Examination (2p. First Presentation of Multiple Dep. Claim Letter (1p. Filed in Dup.); Request for Continued Examination (2p. First Presentation of Multiple Dep. Claim Letter (1p. Filed in Dup.); Request for Continued Examination (2p. First Presentation of Multiple Dep. Claim Letter (1p. Filed in Dup.); Request for Cap. Filed in											
Filed: October 19, 2001 For: Method for Implementing Service Desk Capability Attorney Docket No: 10022/178 Mail Stop RCE Commissioner for Patents P. O. 8bx 1450 Alexandria, VA 22313-1450 TRANSMITTAL Sir: Attached is/are: Check for \$790 to cover RCE fee; Transmittal Cover Letter (1p. Filed in Dup.); Request for Continued Examination (2pp. Filed in Dup.); Amendment B (19pp.) Return Receipt Postcard. Fee calculation: No additional fee is required. Small Entity. An extension fee in an amount of \$ month extension of time under 37 C.F.R. § 1.136(a). A petition or processing fee in an amount of \$ under 37 C.F.R. § 1.17(). An additional filing fee has been calculated as shown below: Claims Remaining After Amendment Previously Paid Extra Rate Add'l Fee or Rate Add'l Fee Total 65 Minus 67 0 x \$255	In re A	ppln. of:	Karen	E. Rile	ey et al.						
For: Method for Implementing Service Desk Capability Attorney Docket No: 10022/178 Mail Stop RCE Commissioner for Patents P. O. 8bx 1450 Alexandria, VA 22313-1450 TRANSMITTAL Sir: Attached is/are: Check for \$790 to cover RCE fee; Transmittal Cover Letter (1p. Filed in Dup.); Request for Continued Examination (2pp. Filed in Dup.); Amendment B (19pp.) Return Receipt Postcard. Fee calculation: No additional fee is required. Small Entity. An extension fee in an amount of \$ month extension of time under 37 C.F.R. § 1.136(a). A petition or processing fee in an amount of \$ under 37 C.F.R. § 1.17(). An additional filing fee has been calculated as shown below: Claims Remaining	Appln.	No.:	10/029	,769				Examin	er:	Tan D.	Nguyen
Attorney Docket No: 10022/178 Mail Stop RCE Commissioner for Patents P. O. Box 1450 Alexandria, VA 22313-1450 TRANSMITTAL Sir: Attached is/are: ☐ Check for \$790 to cover RCE fee; Transmittal Cover Letter (1p. Filed in Dup.); Request for Continued Examination (2pp. Filed in Dup.); Amendment B (19pp.) ☐ Return Receipt Postcard. Fee calculation: ☐ No additional fee is required. ☐ Small Entity. ☐ An extension fee in an amount of \$ month extension of time under 37 C.F.R. § 1.136(a). ☐ A petition or processing fee in an amount of \$ under 37 C.F.R. § 1.17(). ☐ An additional filing fee has been calculated as shown below: ☐ Small Entity. ☐ Claims Remaining Previously Paid Extra Rate Add'l Fee or Rate Add'l Fee Total 65 Minus 5 0 X100= X \$25= X \$50= Indep. 5 Minus 5 0 X100= X \$200= First Presentation of Multiple Dep. Claim +\$180= +\$360= Total \$ Total \$ Total \$ Total \$ Total \$ \$ Total \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	Filed:		Octobe	er 19, :	2001			Art Un	it:	4749	
Mail Stop RCE Commissioner for Patents P. O. Box 1450 Alexandria, VA 22313-1450 TRANSMITTAL Sir: Attached is/are: Check for \$790 to cover RCE fee; Transmittal Cover Letter (1p. Filed in Dup.); Request for Continued Examination (2pp. Filed in Dup.); Amendment B (19pp.) Return Receipt Postcard. Fee calculation: No additional fee is required. Small Entity. An extension fee in an amount of \$month extension of time under 37 C.F.R. § 1.136(a). A petition or processing fee in an amount of \$month extension of time under 37 C.F.R. § 1.136(a). An additional filing fee has been calculated as shown below: Small Entity Not a Small Entity Fresent Rate Add'l Fee or Rate Add'l Fee Total 65 Minus 67 0 x100= x10	For:				mplementing S	ervice Des	k				
Commissioner for Patents P. O. Box 1450 Alexandria, VA 22313-1450 Sir: Attached is/are: Check for \$790 to cover RCE fee; Transmittal Cover Letter (1p. Filed in Dup.); Request for Continued Examination (2pp. Filed in Dup.); Amendment B (19pp.) Return Receipt Postcard. Fee calculation: No additional fee is required. Small Entity. An extension fee in an amount of \$ for amonth extension of time under 37 C.F.R. § 1.136(a). A petition or processing fee in an amount of \$ under 37 C.F.R. § 1.17(). An additional filling fee has been calculated as shown below: Claims Remaining	Attorn	ey Docke	t No:	1002	2/178						
Attached is/are: Check for \$790 to cover RCE fee; Transmittal Cover Letter (1p. Filed in Dup.); Request for Continued Examination (2pp. Filed in Dup.); Amendment B (19pp.) Return Receipt Postcard. Fee calculation: No additional fee is required. Small Entity. An extension fee in an amount of \$ for a	Commis P. O. Bo	sioner for P x 1450					Т	RANSI	ΛIΤ	TAL	
Check for \$790 to cover RCE fee; Transmittal Cover Letter (1p. Filed in Dup.); Request for Continued Examination (2pp. Filed in Dup.); Amendment B (19pp.) Return Receipt Postcard. Fee calculation: No additional fee is required. Small Entity. An extension fee in an amount of \$ for a	Sir:										
☑ Return Receipt Postcard. Fee calculation: ☐ No additional fee is required. ☐ Small Entity. ☐ An extension fee in an amount of \$ for amonth extension of time under 37 C.F.R. § 1.136(a). ☐ A petition or processing fee in an amount of \$ under 37 C.F.R. § 1.17(). ☐ An additional filing fee has been calculated as shown below: ☐ Claims Remaining After Amendment Highest No. Present Extra ☐ After Amendment Previously Paid Extra Rate Add'l Fee Total 65 Minus 67 Indep. 5 Minus 5 0 X 100= X \$200= First Presentation of Multiple Dep. Claim +\$180= +\$360= +\$360= ☐ Total \$ Total \$ Total \$ ☐ Please charge Deposit Account No. 23-1925 in the amount of \$ A copy of this Transmittal is enclosed for this purpose. ☐ Please charge Deposit Account No. 23-1925 in the amount of \$ A copy of this Transmittal is enclosed for this purpose. ☐ Please charge Deposit Account No. 23-1925 in the amount of \$ A copy of this Transmittal is enclosed for this purpose. ☐ Please charge Deposit Account No. 23-1925 in the amount of \$ A copy of this Transmittal is enclosed for this purpose.		heck for \$7					Filed in Du	ıp.); Reques	st for	Continue	t
No additional fee is required. Small Entity. An extension fee in an amount of \$ for a				•	.,, (,					
Small Entity. An extension fee in an amount of \$	Fee cale	culation:									
An extension fee in an amount of \$ for amonth extension of time under 37 C.F.R. § 1.136(a). A petition or processing fee in an amount of \$ under 37 C.F.R. § 1.17(). An additional filing fee has been calculated as shown below: Small Entity		No additiona	l fee is rec	juired.							
□ A petition or processing fee in an amount of \$ under 37 C.F.R. § 1.17(). □ An additional filing fee has been calculated as shown below: Small Entity		-									
An additional filing fee has been calculated as shown below: Small Entity									37 C.	F.R. § 1.1	36(a).
Claims Remaining After Amendment							C.F.R. § 1.1	7().			
Claims Remaining After Amendment Previously Paid Extra Rate Add'l Fee or Rate Add'l Fee Total 65 Minus 67 0 x \$25= x \$50= Indep. 5 Minus 5 0 X100= x \$200= First Presentation of Multiple Dep. Claim +\$180= +\$360= Total \$ Total \$ Fee payment: A check in the amount of \$790 is enclosed. Please charge Deposit Account No. 23-1925 in the amount of \$ A copy of this Transmittal is enclosed for this purpose. Payment by credit card in the amount of \$ (Form PTO-2038 is attached). The Director is hereby authorized to charge payment of any additional filling fees required under 37 CFR § 1.17 associated with this paper (including an extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925.		An additiona	I filing fee	has bee	en calculated as sho	own below:				1	
After Amendment Previously Paid Extra Rate Add'I Fee or Rate Add'I Fee Total 65 Minus 67 0				T	1		Sma	II Entity	ļ	Not a S	mall Entity
Total 65 Minus 67 0 x \$25= x \$50= Indep. 5 Minus 5 0 X100= x \$200= First Presentation of Multiple Dep. Claim						1	Rate	Add'I Fee	or	Rate	Add'i Fee
First Presentation of Multiple Dep. Claim +\$180=	Total			Minus		0	x \$25=			x \$50=	
Fee payment: A check in the amount of \$790 is enclosed. Please charge Deposit Account No. 23-1925 in the amount of \$ A copy of this Transmittal is enclosed for this purpose. Payment by credit card in the amount of \$ (Form PTO-2038 is attached). The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.7 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including an extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925.	Indep.	5		Minus	5	0	X100=			x \$200=	
Fee payment: A check in the amount of \$790 is enclosed. □ Please charge Deposit Account No. 23-1925 in the amount of \$ A copy of this Transmittal is enclosed for this purpose. □ Payment by credit card in the amount of \$ (Form PTO-2038 is attached). □ The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.1 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including an extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Accounts No. 23-1925.	First Pre	sentation o	f Multiple [Dep. Cla	im		+\$180=			+ \$360=	
A check in the amount of \$790 is enclosed. Please charge Deposit Account No. 23-1925 in the amount of \$ A copy of this Transmittal is enclosed for this purpose. Payment by credit card in the amount of \$ (Form PTO-2038 is attached). The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1. and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including an extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Accounts (No. 23-1925).							Total	\$		Total	\$
Please charge Deposit Account No. 23-1925 in the amount of \$ A copy of this Transmittal is enclosed for this purpose. Payment by credit card in the amount of \$ (Form PTO-2038 is attached). The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.7 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including an extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Accounts 23-1925.	Fee pay	ment:									
this purpose. Payment by credit card in the amount of \$ (Form PTO-2038 is attached). The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.1 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including an extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Accounts 23-1925.	_										
The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.1 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including an extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Accounts No. 23-1925.				Accoun	it No. 23-1925 in th	e amount of \$	S A	copy of this	Tran	smittal is e	enclosed for
and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including an extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Accounts No. 23-1925.		-									
Respectfully submitted,	a	and any patextension fe	ent applic e required	ation pr	ocessing fees und	ler 37 CFR §	§ 1.17 ass	ociated with	this	paper (ir	ncluding any
\ \	0.					Respec	ctfully subm	nitted,	-	n M	ا إلى
May 21, 2007 Date Vincent J. Gnoffo (Reg. No. 44,7)4)		2007				Vincer	at I Gnoffo	(Reg No 4	471	41)	-///
Links	Date					vincer	ıı v. Gilüllü	(1769. 190. 4	, 1 X	~ ∦	///

BRINKS HOFER GILSON &LIONE BRINKS HOFER GILSON & LIONE P.O. Box 10395 Chicago, IL 60610

	Red	quest for suspension of action:
	3/	olicant(s) hereby request suspension of action on the above-identified application under C.F.R. §1.103(c) for a period of months. (Period of suspension shall not exceed onths; requires Processing Fee under 37 C.F.R. §1.17(i)).
	Sm	all Entity Status:
		Applicant hereby asserts entitlement to claim small entity status under 37 CFR §§ 1.9 and 1.27.
		A small entity statement or assertion of entitlement to claim small entity status was filed in prior application no/ and such status is still proper and desired.
		Is no longer desired.
\boxtimes	Арр	licant(s) calculate the following fees to be due in connection with this Request:
	\boxtimes	A Request fee of \$790 under 37 C.F.R. §1.17(e).
		A suspension processing fee of \$ under 37 C.F.R. §1.17(i).
		An additional filing fee of \$ under 37 C.F.R. §1.16 (additional independent claims and/or additional total claims).
		An extension fee of \$ under 37 C.F.R. §1.17(a) for amonth extension of time.
\boxtimes	Fee	payment to cover the above-enumerated fee(s):
	\boxtimes	A check in the amount of \$790 is enclosed.
		Please charge Deposit Account No. 23-1925 (BRINKS HOFER GILSON & LIONE) in the amount of \$ A copy of this Request is enclosed for this purpose.
		A payment by credit card in the amount of \$ (Form PTO-2038 is attached).
		The Commissioner is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including any extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925 (BRINKS HOFER GILSON & LIONE). A copy of this Request is enclosed for this purpose.
		Respectfully submitted,
⁄lav∶	21, 20	$\langle \rangle$ $\downarrow \wedge $
Date	<u> </u>	Vincent J. Gnoffo (Reg. No. 44,714)